



July 22, 2020

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Closing of Dominion Energy South Carolina, Inc.'s Business Offices
located in Aiken, Beaufort, Charleston and Richland Counties;
NDI-2020-____-E/G

Actions in Response to COVID-19;
Docket No. 2020-106-A

Dear Ms. Boyd:

The purpose of this letter is to advise the Public Service Commission of South Carolina ("Commission") that Dominion Energy South Carolina, Inc. ("DESC" or "the Company") has decided that its five remaining local business offices in Aiken, Beaufort, Charleston and Richland Counties ("Company Business Offices"), which have been closed since mid-March due to the COVID-19 pandemic, will remain permanently closed.¹

In an effort to help the communities within which DESC provides electric and natural gas service achieve their goal of slowing the spread of COVID-19, DESC closed the Company Business Offices at 5:00 p.m. on March 16, 2020. The closings were intended to limit transmission of the virus by decreasing contact between Company employees and customers. During this time, customers have continued to pay their electric and natural gas bills through alternative and more efficient channels. As such, the Company expects the permanent closure of the Company Business Offices to have a minimal impact on its customers. Any inconvenience to customers will be mitigated by the availability of other authorized payment centers near these locations; the ability to make payments electronically at our website or mobile application, through phone calls to our payment processing vendor, or by direct mail to the Company; and the ability of customers to establish deferred

¹ There are no regulations governing the number, location, or closure of the Company's local business offices, *see* Order No. 2014-682, dated August 6, 2014, Docket No. 2014-272-E,

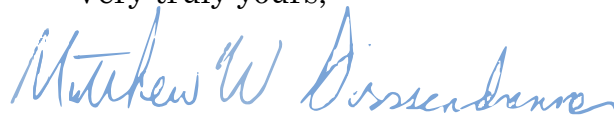
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payment plans either telephonically or electronically at our website or mobile application.

As a result of the permanent closing, DESC will refocus its resources where they will provide the greatest customer benefit, including providing other employment opportunities within the Company for the 34 employees who have been impacted by this action. Operations personnel and our expanded customer assistance team in these areas will continue to meet our customers' service and repair needs.

If you have any questions or concerns, please do not hesitate to contact us.

Very truly yours,



Matthew W. Gissendanner

MWG/kms

cc: Nanette S. Edwards, Esquire
Dawn Hipp
Jeffrey M. Nelson, Esquire
(all via electronic and U.S. First Class Mail)

All Parties in Docket No. 2020-106-A
(all via electronic mail only)